

(posted November 6, 2014)

TRAINER/HELP DESK SUPPORT SPECIALIST
for
MISSISSIPPI ELECTRONIC COURTS

The Mississippi Supreme Court is seeking a trainer/help desk support specialist for its Mississippi Electronic Courts (MEC) division.

This is a salaried position with insurance, retirement, and other state employment benefits. The Mississippi Supreme Court is an equal opportunity employer.

Requirements:

- Excellent computer skills
- Strong communication, presentation, and interpersonal skills
- Ability to effectively and clearly communicate to key stakeholders
- Ability to interact effectively with a wide variety of personalities both inside and outside the organization
- Ability to work within a team environment and independently
- Must be organized, self-reliant, and have excellent writing skills
- Must be able to define, analyze, and document requirements and use that knowledge to implement the required system
- Must work well under pressure
- Must have experience with Corel WordPerfect and/or Microsoft Word, Internet Browsers, MS Outlook, Adobe Acrobat, and MS Windows XP and later versions
- Must have a valid driver's license
- Experience working in a legal environment will be considered as a highly desired capability
- Experience in operations and application of business processes within the Mississippi Electronic Courts system or the federal Case Management/Electronic Case Filing System within the federal courts will be considered as a highly desired capability and may result in waiver of other requirements

Responsibilities:

- Assist in the coordination, planning, scheduling, and conducting of training sessions for the Mississippi Electronic Courts System
- Interface with court clerks and judicial staff to review and document court business processes

- Work with court clerks, judicial staff and project managers on product design and workflow
- Utilize approved technology for the production and distribution of training materials, user manuals, knowledge-based articles, and training sessions
- Learn and maintain detailed working knowledge of assigned custom and third party products
- Learn new tools that enhance our curriculum and quality of service
- Maintain a high degree of product knowledge, expertise, and best practices

Education:

- Bachelor's degree from an accredited four-year college or university in a computer related field of study or related business or legal degree with excellent computer skills
- AND**
- Three (3) years of experience related to the described duties
- OR**
- Associate's degree from an accredited two-year college in a computer related field of study or related business or legal degree with excellent computer skills
- AND**
- Six (6) years of experience related to the described duties

Travel:

- Must have flexibility to travel and work overtime if required
- Willingness to travel 30-80% of work schedule in the state of Mississippi
- Minimal out-of-state travel

Interested applicants should respond with a cover letter and resume' no later than November 21, 2014, to:

Lisa Counts
 Director
 Mississippi Electronic Courts
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 Jackson, MS 39205-0117

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